

Page 12, line 12, change "queueing" to --cuing--.

Page 12, line 31, change "queue" to --cue--.

Page 14, lines 16 and 24, change "queues" to
--cues--.

Page 15, line 18, change "queued" to --cued--.

Page 19, line 2, change "queued" to --cued--.

Page 23, line 4, change "queue" to --cue--.

IN THE CLAIMS:

Cancel all the claims in the case, namely claims 19 through 41, and substitute therefor the following new claims 42 through 53:

1 ~~CM~~ ~~42~~. A statistical analysis process for data from
2 remote sources and for use with a communication facility
3 including remote terminal apparatus for individual callers,
4 wherein said remote terminal apparatus may comprise a conven-
5 tional telephone instrument including voice communication means
6 and digital input means in the form of an array of alphabetic
7 numeric buttons for providing data, said process including the
8 steps of:

9 P/ interfacing said communication facility to provide
10 voice signals and receive digital identification and answer
11 signals representative respectively of identification data and
12 answer data developed by said terminal apparatus under control
13 of a caller;

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14 P/ generating voice signals and supplying said voice
15 signals to actuate said terminal apparatus, as to provide vocal
16 operating instructions to a caller;

17 P/ providing sequence signals representative of sequence
18 data indicating the time sequence of a call with reference to
19 each of the calls from other callers;

20 P/ initiating files and storing, (1) answer data for
21 specific callers as indicated by said digital answer signals,
22 (2) sequence data as indicated by said sequence signals and (3)
23 identification data as indicated by identification signals
24 identifying callers;

25 P/ providing external data signals representative of
26 external data distinct from answer data provided from said
27 callers; and

28 P/ comparing said answer data from said callers and
29 analyzing said answer data with said external data in combina-
30 tion to isolate a select subset of said callers. 2

1 ~2
2 -43. A process according to claim 42 including the
3 further step of generating acknowledgement data for a call and
4 storing said acknowledgement data as further identification
data. 3

1 ~3
2 -44. A process according to claim 43 including the
3 further step of encrypting at least part of said acknowledgement
data prior to storing. 2

1 ⁴
2 ~~45~~. A process according to claim ²~~43~~ including the
3 further step of communicating at least part of said acknowledgment data to a caller. ³~~2~~

1 ⁵
2 ~~46~~. A process according to claim ¹~~42~~ including the
3 further step of receiving a caller's telephone number as identification data. ³~~2~~

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cont
1 ⁶
2 ~~47~~. A process according to claim ¹~~42~~ including the
3 further step of generating further identification data to
4 provide a plurality of distinct data elements for identifying a caller. ³~~2~~

1 ⁷
2 ~~48~~. A process according to claim ¹~~42~~ including the
3 further step of testing identification data of a caller as a condition to storing answer data. ³~~2~~

1 ⁸
2 ~~49~~. A process according to claim ⁷~~48~~ including the
3 further step of maintaining a record of callers to restrict the extent of answer data stored for a caller. ³~~2~~

1 ⁹
2 ~~50~~. A process according to claim ⁸~~49~~ including the
3 further step of limiting the answer data stored from a caller to a one-time entry from a single call. ³~~2~~